



GREEN PLATE
TRAINING

COMPLAINTS PROCEDURE





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A complaint is an expression of dissatisfaction concerning Green Plate Training Limited (GPT)'s product or service. GPT takes all complaints extremely seriously, and all staff are trained to rectify any problem as soon as it is brought to their attention and are committed to doing this to the best of their ability.

It is recognised that a customer who has a complaint dealt with to their complete satisfaction is likely to become a repeat customer. Therefore, we ask that if you are dissatisfied with the service you have received, you bring this to our attention as soon as possible by speaking to your Course Trainer in the first instance.

Should this fail to provide you with a satisfactory resolution, or you feel it is inappropriate to address your complaint with the Trainer, then please contact the Managing Director via 1 of the following options:

Telephone: 01227 915 201

E-mail: steph@greenplatetraining.com

Write to: Stephanie Pettman, Managing Director, Green Plate Training Limited, Suite 6, The Links, Herne Bay, Kent, CT6 7GQ

When you contact us, please give us your full name, contact details, and a daytime telephone number, along with:

- a full description of your complaint (including the subject matter and dates and times, if known)
- any names of the people you have dealt with so far
- copies of any papers or letters to do with the complaint

GPT asks that you raise your complaint as soon as possible after the event so that we have the opportunity to investigate fully. We will acknowledge your complaint within 10 working days. The Managing Director will then investigate your complaint and respond to you within a further 10 working days.

The Managing Director will be the highest level of authority within our company. Therefore, if you remain unhappy after following our own internal complaints procedure, and your complaint refers to services you have received relating to your course and achieving your qualification, then please contact the awarding organisation directly. The awarding organisation is Highfield Qualifications and their complaints policy can be located on their website:

<https://www.highfieldqualifications.com>

Alternatively, please speak to the Highfield Qualifications team on 01302 363277.

Should you address your complaint to Highfield Qualifications and remain unhappy with the outcome, you may then raise your complaint to the relevant qualification regulator. Either a representative of GPT or Highfield Qualifications will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.

Policy Owner: Managing Director

Stage of Approval: Approved

Date of Review: September 2025